



# California Health and Human Services Agency Long Term Care Council

## Mission and Vision Statement

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### **BACKGROUND**

California currently has an array of public long-term care programs. What the State is continuing to develop is a long-term care system out of this set of services that:

- will permit consumers to find the information needed to make informed decisions about their options;
- further promote the development of an array of care options;
- assure meaningful care standards; and
- assure that the options available provide high quality care.

The development of the Long-Term Care Council, as authorized in AB 452 (Chapter 895, Statutes of 1998), is one key step in addressing these issues collaboratively across the State departments administering public long-term care programs.

### **DEFINING LONG-TERM CARE**

Long-term care is a set of social, personal care, health, mental health, substance abuse treatment and protective services required over a sustained time period by a person who has lost or never acquired some degree of physical or cognitive capacity, as measured by a functional and cognitive assessment rather than being tied to a specific diagnosis or linked exclusively to age.

### **LONG TERM CARE COUNCIL'S MISSION STATEMENT**

The Long-Term Care Council will provide state-level leadership in developing a coordinated long-term care system that includes a full array of services, that promotes personal choice and independence while also assuring fiscal responsibility and equitable access to all long-term care consumers.

## **VISION STATEMENT**

A long-term care system that supports consumer dignity and independence, provides a full array of care options and is cost effective.

## **VALUES STATEMENT**

### **FOCUS ON PREVENTION**

Resources are allocated to prevention and wellness activities to minimize disability, prevent secondary disabilities, and promote health, regardless of age or disability. Diet, nutrition education, exercise, oral health, smoking cessation, vaccination programs and early detection/treatment of the diseases that lead to chronic, long-term health conditions can significantly decrease the need for long-term care. Attention must also be focused on preventing the development of secondary disabilities, which often go undiagnosed in persons with disabilities. Consumer education efforts, as well as health care provider resources on these issues, are essential tools to be incorporated in our long-term care strategic planning effort.

### **RESPECT FOR DIVERSITY**

California is a multi-lingual, multi-ethnic society. There is also great diversity among the consumers of long-term care in their abilities and their needs. All these aspects of diversity must be recognized in our planning efforts. An infant born with developmental disabilities, a teenager who is quadriplegic due to a car accident, a young adult experiencing the onset of serious mental illness, an adult with AIDS, and an elder who cannot walk or speak because of a stroke are all consumers of long-term care services. Individuals requiring long-term care assistance have a broad range of functional and/or cognitive abilities. Information and services must be provided in a manner that meets the cultural, linguistic, and sensory needs of these diverse populations.

### **HONORING CHOICE, DIGNITY, INDEPENDENCE AND QUALITY OF LIFE**

Quality of life is a critical value to be honored. Individuals needing long term care assistance are encouraged to learn about service options and identify their preferences and choices. Services are designed and delivered in a way that fosters the consumer's physical and emotional independence and dignity; allows consumers or their surrogate decision-makers to make informed choices based on the defined risks and benefits of care options; and provides for health and well-being free from neglect and abuse.

### **SEEKING INPUT FROM CONSUMERS, FAMILY CAREGIVERS, AND THE COMMUNITY**

The State will develop opportunities for on-going local and state-level consumer, family caregiver, provider and community input in the design and administration of all publicly funded long-term care programs.

### **IMPROVING ACCESS TO TIMELY, COMPLETE, AND USER-FRIENDLY INFORMATION AND SERVICES**

Consumers need better access to timely, comprehensive, understandable information on the full array of long term care options available to aid them in understanding their options. The State, in coordination with local agencies, will place a high priority on developing this type of information in various mediums and languages and it will also collaborate with local agencies to improve coordinated access to services at the local level.

### **DEVELOPING A FULL ARRAY OF SERVICES**

A full array of long-term care service options is needed to assure that consumers can receive assistance in the most integrated setting. Appropriate care empowers people physically and emotionally. The State is taking steps to improve the long-term care system so that Californians needing this assistance can continue to be integrated members of the community in which they live.

### **USING ASSISTIVE AND OTHER FORMS OF TECHNOLOGY**

Technology will continue to be used to empower consumers, reduce the need for traditional services, improve access to consumer information, improve and enhance care delivery, and make better information available to public policy makers.

### **EXPANDING THE AVAILABILITY OF PALLIATIVE CARE**

Palliative care is a comprehensive team approach to caring for people with life-limiting illness. Palliative care involves caring for the whole person—physically, emotionally, socially, and spiritually. It recognizes that dying is a natural part of life and that the patient's loved ones need support also. The State will strengthen and expand existing partnerships to increase the availability of palliative care and to encourage consumers to talk with their loved ones and health care providers about their end-of-life wishes.

## **DEVELOPING SERVICE COORDINATION STRATEGIES TO ASSURE THAT CONSUMERS RECEIVE THE RIGHT SERVICES AT THE RIGHT TIME**

Assistance with service coordination (often also referred to as “care management”) is a valuable tool for many consumers either periodically or on an on-going basis.

This role includes: assessing a consumer’s functional and cognitive capacity; determining, with input from the individual or their surrogate decision-makers, the appropriate and available services; arranging for needed services; and assuring the adequacy and quality of the services being provided. This planning should actively solicit the consumer’s preferences and choices in the planning process and include the consumer’s satisfaction with the services in the monitoring process.

Strategies to expand the availability of this service in a way that is complementary to consumer-directed care must be developed.

## **SUPPORTING CAREGIVERS**

The State recognizes in its policy development and system building that family and friends provide considerable long-term care assistance. Acknowledging this important contribution, the State will seek additional opportunities, through existing or new programs, to support these caregivers particularly through training and respite opportunities. Practices that promote respect for the dignity and rights of both consumers and providers of long term care are necessary to create an efficient and caring long-term care system.

## **LONG-TERM CARE WORKFORCE AVAILABILITY**

Health and long-term care providers across the nation are facing workforce shortages that will negatively impact their ability to provide and expand long-term care options. The State will work with these stakeholders to identify successful strategies that encourage individuals to enter, become well trained and remain in a broad range of care giving roles. Attention must also be directed to developing a workforce that reflects the population that is being served and that can provide those services in a consumer-directed culturally competent manner.

## **ENCOURAGING FLEXIBILITY AND INNOVATION**

The State seeks to act as a “promoter” of new long term care models, particularly models that integrate care services to improve client access, care coordination, and service flexibility. As long-term care service delivery systems evolve, the State will continue to learn from various pilot programs and initiatives here and in other states and encourage replication of successful demonstrations of new care delivery/financing models.

### **NEED FOR IMPROVED PROGRAM INFORMATION TO FACILITATE STRATEGIC PLANNING**

Additional information on the characteristics of long-term care consumers being served, the types of services being utilized, caseload trends, and a more comprehensive understanding the distribution of program expenditures is not readily available to service providers or local or state policymakers. To effectively manage these programs and conduct viable strategic planning, such information is needed. The State will provide leadership in developing a plan to improve the type of data available for these purposes.

### **PROVIDING EDUCATION ON THE RISK OF NEEDING LONG-TERM CARE AND VIABLE OPTIONS AVAILABLE TO PLAN AHEAD FOR THAT POTENTIAL NEED**

The State will educate consumers and employers on the risks and costs associated with needing long-term care and will promote and encourage personal responsibility in planning for long-term care needs through the purchase of private insurance and other financial mechanisms. Encouraging private planning for long-term care will more equitably distribute the burden of providing care between the public and private sectors.

### **ASSURING RESPONSIBLE STEWARDSHIP**

The State will act as a responsible steward by administering a long term care system which:

- Is responsive to and involves the consumers it serves;
- Provides high quality services;
- Is cost effective in purchasing services by obtaining the optimum consumer outcome for the expenditure;
- Is cost effective in operations and administration by maximizing coordination between the numerous state and local agencies involved and reducing duplication of effort;
- Maximizes the use of federal funding in order to expand the full range of long term care options, including assistive, independent, and supported living services;
- Is sustainable over time; and
- Actively collaborates with the private sector, philanthropic organizations, universities, and volunteer groups.

## **ACTION STATEMENT**

The Long Term Care Council, through its Executive Subcommittee, intends to collaborate with all long term care stakeholders, including persons with disabilities, their families and representatives, service providers, counties, and public and private entities to expand cost-effective community supports and services to prevent unnecessary institutionalization.

The Council's action steps will also include modifying, where appropriate, the existing process of assessing individuals currently residing in institutional settings who wish to transition to a more independent living situation. This assessment will identify the individual's existing financial and care support resources and identify any barriers in relocation; explore the development of appropriate resources; assist in the transition process; and provide monitoring during the transition to ensure that the new setting can meet the consumer's health and safety needs. The State is ready to undertake pilot projects to begin this assessment process, which would help shape a larger scale undertaking.

The Council's first action steps will focus on care settings that have been identified as priorities by persons with disabilities, their families, and advocates. A draft assessment tool is being prepared and will soon be ready for review and comment.

In this early stage of its activities, the LTC Council, through the Executive Subcommittee, plans to hold listening sessions throughout the state to meet with LTC stakeholders, particularly individuals with disabilities and their families and representatives who cannot travel to the Capitol, to better understand their concerns and the barriers they encounter in accessing LTC services and to engage them as collaborators in our planning efforts. These comments will be formally recorded. Based on this input, the Council will develop a draft strategic plan; circulate that plan for comment; and formalize the plan.